

County of San Diego, Health and Human Services Agency (HHSA)

Eligibility Policy and Procedures Guide

Voicemail and E-mail Policy

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Revised Date:

03/15/2020

Background:

The Health and Human Services agency (HHSA) utilizes voicemail and e-mail to provide remote methods of communication between customers and Health and Human Services staff. Thus, procedures regarding the management and use of the County's voicemail and e-mail (electronic mail) have been established.

Purpose:

The purpose of this document is to provide staff with procedures regarding the management and use of County voicemail and County e-mail.

The voicemail system has been designed to work with touchtone telephones and has two major functions:

1. Mail Box
2. Automated Attendant

Both features are operational 24 hours a day, 7 days a week. The voicemailbox allows callers to leave messages for the person they wish to speak to when that party is on the telephone or otherwise not available. The automated attendant provides a series of options that direct the caller to the information they require.

E-mail is an electronic communication tool that may contain confidential or sensitive written information. The information is transmitted over the internet, which may not be secure. Information can easily be intercepted and may be misused by an unauthorized party.

In order to eliminate these security risks the County has established policies on the proper use of County e-mail.

Policy:

Voicemail and County e-mail are provided to streamline the flow of county business and are not for personal use.

E-mail and the electronic distribution of documents are subject to the same laws that apply to other means of communication. Any e-mail messages and documents that contain confidential, sensitive, or restricted information should be handled in adherence with the Administrative County E-mail Policy.

Voicemail Greeting:

Voicemail greetings should be presented in a professional and courteous manner. It is the responsibility of management to ensure both external and internal greetings by phone and e-mail are professional and include the following information:

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External Phone Greeting:

The greeting must contain the following:

- Greeting (Hello)
- Personal Identification (First Name, or Mr., Ms., Mrs., etc. and Last Name)
- Department and Function (Health and Human Services-Section Name)
- A short message, including work schedule and hours, and telephone hours if other than all day
- Indicate the call will be returned within 24 hours
- If you need to speak to someone right away, please call Access at 1-866-262-9881.
- Supervising Human Service Specialist should indicate if they are a liaison as appropriate.

Note: Workers receiving a bilingual premium must repeat the greeting in the language(s) for which they are receiving premium pay.

Sample Message:

"Hello, you have reached the voice message for 'A Worker', Health and Human Services Agency, and _____ FRC. My work hours are 8-5 Monday through Friday. Please leave a brief message including your name and case number and your call will be returned within 24 hours, if you need to speak to someone immediately please hang up and dial 1-866-262-9881."

Internal Phone Greeting:

Family Resource Center staff in FRC offices will not use the internal greeting feature because lobby telephones are internal to the system. Customers must always reach an external greeting.

Family Resource Center staff who are not assigned to an FRC, the internal message feature is available. Although the internal message may be less formal it must contain the following items:

- Personal Identification
- A short message
- Revert number

Alternate Greetings:

Phone and e-mail greetings will reflect the availability of the employee. An alternate greeting will be set up when an employee is out of the office for one or more days. The alternate phone message should include the Access phone number and the name and telephone number of the person to be contacted during the absence with the operator function enabled.

During planned absences such as vacation, comp time or scheduled sick leave, the employee is to make the change at the end of the last day prior to the absence.

The supervisor is responsible for ensuring the voicemail message has been updated and calls have been returned.

Both types of communication must be returned in a prompt and timely manner. They will be returned within 24 hours.

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Personal Verification for Voicemail:

All voicemailbox users must use this feature when the employee is on the telephone and a call comes in, the employee's recorded voice must identify the line to the caller, rather than just giving the voicemailbox number.

Deleting Phone Messages:

Messages should be deleted as soon as they have been acted upon or the information has been written.

Format (All E-mails)

All HHSA employees shall follow e-mail signature standards for all external and internal e-mail correspondence.

- E-mail signatures shall not contain any additional text beyond the text included in the standard template (e.g. inspirational quotes).
- E-mails shall not contain custom page backgrounds, colors or fonts.
- E-mail body text shall be black or dark grey (80% black), or automatic blue font color for reply e-mails.

E-mail Signature

First Last, Title

Department or Region

County of San Diego Health & Human Services Agency

O: ###-###-#### | C: ###-###-####

E-mail and Confidentiality Notices:

- A Confidentiality Notice may be used in e-mails, but is not required.
- Use a Confidentiality Notice when communicating with third parties outside the County's e-mail system.
- The Confidentiality Notice that will be included in the content of an e-mail message is listed below:

"CONFIDENTIALITY NOTICE: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain information protected from disclosure by applicable laws and regulations. If you are not an intended recipient, you may not review, use, copy, disclose or distribute this message or any of the information contained in this message to anyone. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of this message and any attachments. Unintended transmission shall not constitute waiver of any applicable legal protection afforded to this e-mail and any attached documents."

Deleting County E-mails:

County e-mail messages will be retained in active mailboxes for a maximum of 60 days. After the 60-day period, e-mail messages will be deleted automatically. Deleted e-mail messages cannot be retrieved.

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The following is a list of classifications of staff authorized to receive and send e-mail and voicemails:

- Management Staff
- Supervising Human Services Specialists
- Human Services Specialists
- Supervising Human Services Control Specialists
- Human Services Control Specialists
- Employment Case Managers
- Supervising/Senior Office Assistants
- Office Assistants
- Others upon approval

Passwords:

The systems have been designed to operate with passwords. Voicemail passwords will be designated by FRC management and can be changed if necessary. The current voicemail password must be given to the employee's immediate supervisor and FRC management initially and whenever a password is changed. The supervisor and/or FRC management may use the voicemail as needed (i.e., in an emergency, unscheduled absences, and when the individual did not record a new greeting).

E-mail passwords are set to the Login Id by system security.

Impacts:

All Programs

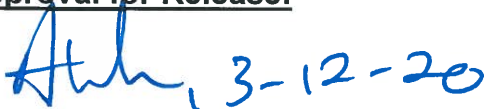
References:

Administrative County E-mail Policy

Sunset Date:

This policy will be reviewed for continuance on or by 2/28/2023

Approval for Release:

A handwritten signature in blue ink, appearing to read "Rick Wanne", followed by the date "3-12-20".

Rick Wanne, Director
Eligibility Operations